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STATE OF MONTANA
Labor & Industry News

Business Standards Division Moves to Alternative Pay

Brent Rabe

Section 2-18-303(7), MCA provides for the development of alternative pay and classification plans and allows for pay based on demonstrated competencies and accomplishments, on the labor market and on other factors. These options are intended to give agencies more flexibility in developing a pay system that is suitable and supportive to the needs of the agency. Moving to an alternative pay plan also involves simplifying the classification system by moving from the current 25 grade system to a broad banding system with 9 pay bands.

At the end of last fiscal year the Business Standards Division (BSD) made their initial move to a new pay plan. BSD management along with the Office of Human Resources met and designed the initial outlines to their pay system, which consisted of two stages. The first stage involved a market based pay adjustment, the second involves developing and implementing a competency based pay system.

The first stage has already been implemented. Following the conversion into broad bands, market based pay adjustments were made based on each employee's time in the position. This initial pay adjustment resulted in an average pay increase of approximately 7% per employee. Of course, some employees received more than the average and others received less, but the average annual pay increase was $2,242. Also, this pay increase is in addition to the statutory pay increase. Which means that in this fiscal year, BSD employees will get an additional 4% increase added onto any increase they have already received.

So far, BSD's Division Administrator Jim Brown is pleased with the progress of the plan. "The market based pay adjustment stage of the plan was very well received by Division employees, with several employees expressing appreciation that management had really gone to bat for them. We are looking forward to gathering input from employees on the difficult job of developing competencies for Division positions."

The second stage of the new pay plan will involve identifying competencies. Then, through the information obtained from focus groups from the division, the next step will be to integrate those competencies into selection, performance management and to provide employees with the opportunity to earn additional pay increases beyond that which

(Continued on page 12)

Commissioner's Corner

Wendy Keating

It hardly seems possible, but it's almost time for the legislature to return to Helena. If you've experienced the session in the past, you know that it is a time of great activity and requires all of us to display our absolute best judgment, work, and behavior — whether you live in Helena or not.

Particularly for those of you working in the Walt Sullivan Building, I want to remind you to be cognizant of the guests that will likely be in our building during the session. Our cafeteria draws legislators, lobbyists, and the public into our work place for a quick and tasty lunch, and sometimes these visitors take a few extra minutes to tour the building. I know you are all professionals and will be courteous, helpful hosts to our guests.

For all staff, dress code becomes a topic of increased interest while the legislature is in session. While I expect you to dress appropriately and professionally all the time, it's extremely important that you do so during the session. Dressing professionally makes it clear to those you encounter that you are at work and conveys a sense of pride in the work you are doing. Like it or not, first impressions carry a lot of weight. Legislators may not have the time to meet you personally while they are here, but I assure you they will have plenty of time to form first impressions. Let's do all we can to make sure we're making a positive impression.

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Just the Facts: Copyright Considerations

Dan McGregor

Copyright is the body of law that deals with the ownership and use of works of literature, music and art. The basic purpose of copyright is to enrich society's wealth of culture and information. The means for doing so is to grant exclusive rights in the exploitation and marketing of a work as an incentive to those who create it.

Under the present federal copyright laws not just any literary, artistic or musical work can be protected. Pursuant to Section 102 of the Copyright Act, such protection may only be afforded ". . . original works of authorship fixed in any tangible medium of expression, now known or later developed, from which they can be perceived, reproduced, or otherwise communicated, either directly or with the aid of a machine or device." In the context of this statute, the phrase "original work of authorship" means only that it originated with the author, as opposed to being copied from elsewhere and that it shows some minimal creativity. A work may be fixed, for copyright purposes, in any "tangible medium of expression," which includes any physical medium capable of preserving the particular work at issue. Literary works, for example, can be fixed in books, magazines, articles, floppy disks or stone tablets. Computer programs have been held to be a type of literary work and are, therefore, subject to copyright protection. The same applies to musical, graphic and audiovisual works.

Almost everyone is familiar with the copyright symbol - a small case c inside a circle - but in all practicality this symbol is not required for new works that were or are created after March 1, 1989. Such notice must appear on works created before that date, however, and its absence can mean loss of copyright protection. Under the present federal copyright laws, registration of a claim of copyright with the Copyright Office is not a prerequisite to protection. An individual photocopying virtually any document which was created after 1989 and which met the admittedly broad definition of copyrightable material previously identified (regardless of whether the document was clearly marked as copyrighted) could conceivably be in violation of federal copyright protections.

Copyright protection only lasts for a specific period of time. That period of time, however, is fairly substantial (no less than 50 years for a copyrighted work at the present time) and has been repeatedly subject to change depending upon amendments to the federal copyright laws over the years. Other limitations on the copyright owner's exclusive use of the work also exist, including, but not limited to, home video/audio recording, library or archival copying, certain classroom uses, and some secondary transmissions. The "fair use doctrine" and other equitable theories can be argued to exempt certain unauthorized uses of copyrighted material from infringement liability. The biggest factor precluding expansive and unending copyright litigation is the practical consequence of the author being unaware that the work is copyright protected. A second major factor is that the copyright protected author is almost always either unaware of any violations of that protection or, if aware that violations have occurred, cannot discern the specific identity of any violator.

Potential sanctions available to the courts in copyright infringement claims are varied and severe. The most common form of relief is injunctive - both temporary and permanent. Courts are also empowered to the impounding and reasonable disposition (including destruction) of infringing copies and the devices used to manufacture them. Section 504 of the Copyright Act spells out in detail the circumstances under which actual damages and lost profits may be awarded. These damages can be minor or severe depending upon the fact pattern of the case. However, subsection 504(c)(1) gives the plaintiff the right to "elect, at any time, before final judgment is rendered, to recover . . . an award of statutory damages for all infringements involved in the action, with respect to any one work . . . in a sum not less than $500 or more than $20,000 as the court considers just." The court has authority to increase the statutory damages to up to $100,000 if the infringement was committed "willfully." As a final item of civil relief, the court has authority under section 505 to award costs and attorney fees to the prevailing party. Finally, in rare cases, section 506 of the Copyright Act can impose felony level criminal sanctions ($250,000 fine and up to five years incarceration), but these actions are generally limited to large-scale illegal reproduction and distribution of pirated or bootlegged records, tapes or film.

High Fives

- "I have received a call from a gentleman [Ora Kjos] a short time ago who took care of my request on the phone. I appreciate the courteous, prompt, and helpful treatment I have always received from the Montana Department of Labor and Industry. You guys are really on the ball!" — *Alton W. Jennings, customer*
- "I want to compliment the Department on the excellent job it did with the recent Main Street Montana. The contents were timely and very informative. Thanks again for providing such an impressive newsletter." — *Dick Brown, Montana Hospital Association*
- "Thank you [Mike Colbert] for traveling to Glendive to teach us more than we ever knew about Document Direct. I sure appreciate all your help throughout the year, as well. Thanks again, Mike!" — *Linda Baldwin, Manager, Glendive & Sidney Job Service Workforce Centers*
- Congratulations to the Billings Job Service Workforce Center! For the 3rd consecutive year, this office has been chosen #1 in the Employment Agency category of the readers' choice survey conducted by the Billings Gazette.

DLI Bookworm: "The Corporate Culture Survival Guide" By Edgar Schein

From Amazon.com

Culture. We blithely use the term for just about anything — a vibrant culture, a dominant culture, a corporate culture. But do we really know what we are saying, what *culture* really means? Or do we most often assume that the term is just a convenient way to group those with a common purpose or goal and a method for achieving it? Isn't a corporate culture, for example, just "the way we do things around here"? No, it's not.

In *The Corporate Culture Survival Guide*, Edgar Schein reveals how it's merely the tip of the iceberg, an iceberg that managers ignore at the peril of their company's future. Underneath lies the much harder to grasp "essence" of the company, the learned, shared, tacit assumptions on which people base their daily behavior. These assumptions are learned over time and in different internal and external environments, becoming as Schein puts it, "the residue of success." As these assumptions influence all aspects of how a company functions, discovering their nature and cause is vital to the success of any new organization-wide venture or strategy. In the second half of the book, Schein illustrates how, using this knowledge, a company's culture can be deliberately created or changed. Supported by numerous case-study examples, his advice is pertinent to startups, mature companies, and blended organizations. If you're the type of manager that needs a quick-fix solution, with simple catch phrases and an easy Five Step Program to Success, this book is not for you. Nor are the benefits to be gained from acquiring the depth of knowledge and insight needed to understand, work with, and transform your corporate culture.

Using intelligent, lucid prose, Schein provides this kind of insight and more; he tells cautionary as well as inspiring tales of what this insight can mean for your company, and offers useful suggestions for putting knowledge into practice. — S. Ketchum

Take a Look at the New Workers' Compensation Courtroom

The new courtroom is operational and being put to good use. Besides the courtroom, we now have a functional waiting room we can use when witnesses are sequestered. Inside the courtroom we have space for six witnesses and/or observers. If you'd like to observe one of the proceedings in the court, contact Mickey Lindgren at 444-7794.

Employee Profiles

Jerri Miller, Workforce Services Division. Photo by Kathy Steil.

Jerri Miller, Workforce Services Division

Kathy Steil-Overton

Jerri is a Montana native, having been born and raised in Great Falls and Fairfield. She moved to Clyde Park 18 years ago and began working for Job Service in May, 1989. Jerri started as a receptionist, which was upgraded after about six months to an Employment Assistant. She became a local JSEC coordinator in November 1989 and has held the position ever since. In 1997 she was promoted to Employment Consultant and then in 2000 to a Business Advocate. In July 2002, Jerri won the Outstanding Local JSEC Coordinator award for her great work as the coordinator in Livingston.

Her past work experience includes over 3 years as a cross-country truck driver and was the first female all-line building materials sales representative for Boise Cascade based out of St. Louis. Jerri has been in the workforce for over 40 years.

In her community, Jerri is known as the ultimate volunteer. Key to her service philosophy is her ability and desire to collaborate with other community groups to achieve desired results in all of her civic engagements. Jerri contributes 110% to all of her commitments, and her diligence has not gone unnoticed. Jerri was recently recognized as the Outstanding Local Job Service Employers' Committee (JSEC) Coordinator. Her ability to include the whole community in JSEC activities is rare and shows her amazing networking ability.

Jerri was recently honored with the national "Women's Peacepower Foundation Amigas Award" for her work with the Silent Witness Program, designed to increase awareness of domestic abuse.

Jerri has also been selected as a finalist for the Governor's Awards for Civic Engagement. She'll find out if she's this year's award recipient at the end of October.

In Jerri's spare time, she gardens in the summer and knits all year around. She has two kittens, Cookie and Jake, which are her pride and joy. She spends every possible vacation day with her hus-

Shaunda Hildebrand, Centralized Services Division

Kelly Chapman

Shaunda Hildebrand has always liked white picket fences, and has always wanted to have one of her own. She set out to get her very own white picket fence by using the tried and true methods she has used to obtain most of her goals: planning, hard work, and perseverance. So far, it's working great – she's built and painted 375 feet of fence and only has about 200 feet left to complete this goal.

Shaunda graduated from MSU-Bozeman in 1998 with a B.S. in Business with a finance option. Her first state job was with the Department of Natural Resources and Conservation, and she came to DLI in March of 2000 as the department's budget analyst. However, "legislative whiz" might be a more appropriate title for the work Shaunda performs for the department.

While the legislature usually meets for only 90 days every other year, Shaunda is involved in legislative activities year-round. "Working with the Legislature is exciting because it is never the same. It's always a challenge to navigate the process, but it's very satisfying," says Shaunda. She works very closely with the Governor's Office of Budget and Program Planning, the Legislative Services Division, and each division in the department to coordinate, track, and facilitate legislative activities affecting DLI. She also testifies for the department – a task that is not for the faint of heart. Shaunda strives to maintain good relationships with all stakeholders and values the opportunity to work with groups and teams to develop the best options for the department. Her budget expertise provides insight into possible solutions that make the most sense (or cents!).

When Shaunda is not at work, she loves to spend time with her husband, Dean, and her two kids, Lexi (9) and Chance (11). The Hildebrands enjoy equine activities, especially O-Mok-See events.

Bruce Duenkler, Business Standards Division

Lisa Johnson

Bruce was born in Cleveland, Ohio. He moved with his parents to Santa Fe, New Mexico, at the age of 12 and graduated from Santa Fe High School. He attended New Mexico State University where he obtained a Bachelor of Science degree in Secondary Education with an emphasis on mathematics. He then taught math in the Las Vegas, Nevada school system for 9 years.

Bruce moved to Helena and in 1980 he became the business manager for the Children's Clinic, a small group of pediatric doctors.

In 1982 Bruce went to work for the State of Montana as an Accounting Technician for the Department of Commerce. A few months later he started working for the Board of Realty Regulation as a Trust Account Auditor. In 1988 he became a Licensing Investigator for the Professional and Occupational Licensing Division of the Department of Commerce. He has done investigations for approximately 35 different licensing boards.

Bruce has been with the State of Montana for just over 20 years now. He is currently continuing as a Licensing Investigator for the Business and Occupational Licensing Bureau of the Business Standards Division in the Department of Labor and Industry. He provides his investigative skills for approximately 8 licensing programs. While Bruce has done a variety of investigations, he has become an expert in the real estate industry and provides a valuable service to the citizens of Montana by conducting thorough and impartial investigations.

Bruce enjoys travel, good food, reading, hiking, canoeing, and playing pinochle with his friends at lunch.

Bruce Duenkler, Business Standards Division. Photo by Lisa Johnson.

Tina Smollack, Employment Relations Division

Tina Smollack

Born and raised in the coal mining regions of Pennsylvania, daughter of a coal miner, Tina learned early on about the unsafe and unhealthy conditions under which miners worked. Miners that weren't killed at work had a worse fate awaiting them - the probability of a long slow death due to silicosis or black lung.

Tina earned a bachelor of science (BS) degree in Occupational Safety and Health and a master of science (MS) in Industrial Hygiene both from Montana Tech. She has a love of learning and claims she was the biggest nerd in college. "I was the one who said, 'Teacher, you forgot to give us homework,' which didn't do much for my popularity," says Tina.

Tina has worked for the Safety and Health Bureau, for 3½ years – first as a Safety and Health Specialist, now as an Industrial Hygienist. An Industrial Hygienist addresses the health part of 'safety and health.' For instance, assessing chemical exposures, noise, heat or cold stress, ergonomics, and much more. "I like my job and the people I work with. At gatherings I hear people saying they can't wait until they retire. Not me. I don't want to retire until my 70's or 80's, or until I cannot perform my job duties anymore," says Tina. Tina looks at each inspection as a learning venture. She enjoys researching, networking, and finding answers to problems of worker well being in the workplace, and finds great satisfaction in solving these problems with low or no cost to the employer. Or, to provide simple safety and health fixes that, if not fixed, could cost the workers' health and big bucks at some future date.

Tina and her husband, Charles, and have been married 30 years. He supported her throughout college years and Tina appreciates the many sacrifices he has made over the years. Tina and Charles have two daughters. Both daughters and a son-in-law are engineers who all live out of state.

Tina's hobbies are reading, gardening, and playing the piano. "And yes, I can say my job comes close to being my hobby," says Tina.

Tina Smollack and her husband, Charles.

The Rest of the Story

Nan Nail

In the Summer/Fall 2000 Issue of this newsletter I reported on Billings Job Service Employment Specialist Lavonne Gilliam's efforts to find employment for a client who had all the necessary job skills but was unable to find a job. The problem was that LaVonne's client was missing nearly all her front teeth. "I never saw anyone working harder to find a job," states LaVonne. "It just wasn't enough." She had applied with 75 employers and been to 10 interviews, with no success. As a last desperate attempt LaVonne wrote a letter to the Billings Gazette hoping someone could help. The letter was published Sunday, July 16, 2000. The response ranged from cash donations to dentists offering to do the work. It took three months for completion of the dental work but Flora Hensel's smile has been restored.

Lavonne Gilliam continued her efforts to find a job for Flora, who was hired by UI as an Administrative Assistant the same month the dental work was completed. "I actually started with UI before the work was completed," states Hensel. "I was lucky fate sat me at her desk. Lavonne went above and beyond for me and I'm very grateful." Today, Flora Hensel is happily working as a Claims Assistant for the Unemployment Insurance Telephone Center in Billings. Flora was promoted to Claims Assistant on July 29th of this year. Hensel, a true believer that when one door closes another one opens, considers this to have been a wonderful experience. "It just tickles me to death to think about it."

LaVonne Gilliam went the extra mile to help this client. Her efforts resulted in a job seeker returning to the labor force and becoming a self-sufficient member of the community. Hats off to LaVonne and to the generous people who responded to her call for help. Also, hats off to Flora for her perseverance and for maintaining a positive outlook in the face of seemingly insurmountable obstacles.

Employee Resource Committee Seeks Members

Renee Wuertley

Our long-time member Bob Moes retired 08/30/02. He and his bears will be missed. We need to have representatives from all of the remaining Bureaus if possible. Potential ERC members should talk to their supervisor about becoming a member, and after receiving approval, contact an ERC member. If we have sufficient support we'll hold our Thanksgiving Fundraiser and assist IAPES in their Christmas Food Drive next quarter.

This last quarter we had many nominations for the Employee of the Month (EOM). The recipients of the EOMs were Deborah Derrick Gass, Skip Shiver, and Windy Knutson for the 3rd quarter of 2002. The other nominees included: John Reardon, Kim Lindstrom, Jerry Miller, Darcee Moe, Kim Capps, Polly Boyer, Nancy Dunagan, Bryan Bird, Jody Tucek, and Barb Green. Congratulations to all nominees and recipients. ERC is always looking for nominations. Send your nominations by email of those people who have served above and beyond the call of duty to any ERC member (Lori Carlson - 444-2048, Nancy Wheeler - 444-0889, and Karmel Duffy - 444-0561).

montana department of labor and industry
INSIDER

Inside the INSIDER—insider.dli.state.mt.us

Kelly Chapman

The INSIDER team has been hard at work for several months to revamp the department's internal website. The update is nearly complete, but the team will continue to meet periodically to continuously improve the site.

The intent of the INSIDER is to provide a user-friendly forum for accessing information of interest and necessity to Department of Labor and Industry employees. Now that the INSIDER is up and running, users should post events, such as fundraisers, announcements, and special activities, rather than e-mailing the entire department. It may take some time to get used to checking the INSIDER for information about what's happening, but yours truly will send out periodic notices to inform you of new information added to the site.

Speaking of what's happening, the INSIDER features a virtual bulletin board to keep you apprised of current events in the department, and it's called "What's Happenin'". This feature is designed to allow you to browse events and find more extensive details about the entries that interest you.

One of the most useful features of the site is the extensive listing and online availability of forms used throughout the department, such as the travel expense voucher, out of state travel justification, and many more.

Starting with the next issue, the department newsletter will be published only on the INSIDER site. This will provide some cost savings and allow for faster distribution of the newsletter.

Congressman Rehberg Visits the Butte Job Service Workforce Center

Representative Dennis Rehberg recently dropped by the Butte Job Service Workforce Center for a tour. Left—Manager Brenda Hipp welcomes Rep. Rehberg to the Center. Above, Rep. Rehberg meets with local workforce partners in the Center's classroom.

IAPES Provides Opportunities for Professional Development

Nancy Elliott

Are you aware that you have a professional organization? Did you know it provides state training and a professional development program? The International Association of Personnel in Employment Security, better known as IAPES, is the professional organization for employees in Workforce related occupations. It is open to all employees of Department of Labor and Industry, and membership has also been extended to partners in the workforce environment. Why join?

- IAPES provide training opportunities. Each year a Fall Institute and Spring Conference is held which provides excellent training opportunities. For example, the Helena subchapter, with the sponsorship of Department of Labor and Industry, was fortunate to have Dr. Ben Bissell speak as an opening to the Fall Institute. The Spring Institute in Kalispell included workshops designed to help organize your personal and professional life. Educational leave can be taken to attend these events. This year, the Fall Institute was a District XIV Institute held in Great Falls on October 18. Members from most of the other chapters in District XIV (Alaska, Idaho, Oregon, and Washington) joined the Montana membership for an excellent conference.
- The Professional Development Program is available to assist you in learning information that will enable you to move up the professional ladder. Workforce Services Division and Unemployment Division have agreed to count each test passed as six months education or experience. Passing a series of four tests will earn a PDP Master certification.
- Finally, the Logan S. Chambers and Montana IAPES educational grants are available to assist you with furthering your education.
- IAPES also provides an opportunity to meet others. The organization provides the venue for networking with others in your profession who are working with the same issues. This better allows seamless services for your customers. It also brings new friendships.
- IAPES provides up-to-date information. Two newsletters are published on a bimonthly basis – state and international. These serve to provide the latest information regarding pending legislative action, as well as best practices by other state chapters.

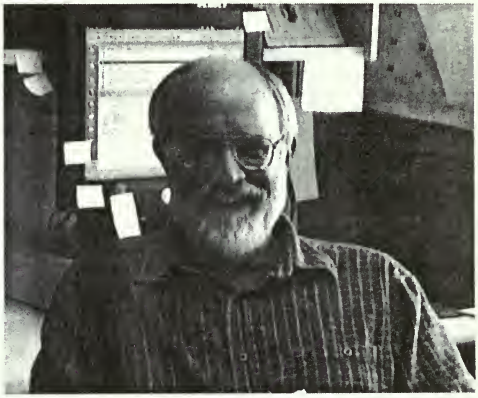
If you are interested in joining, please contact any IAPES member for information, or visit our IAPES webpage available through the Insider.

We can all learn some new tricks through IAPES!

John Andrew Elected to ILSA Executive Board

John Andrew, Labor Standards Bureau Chief, was recently elected to the executive board of the Interstate Labor Standards Association (ILSA). ILSA is an association whose member states are involved in enforcement of minimum wage, overtime, child labor, prevailing wage and wage payment laws. As a board member John will represent the western region of ILSA which is comprised of the states of Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington, Wyoming, and the territory of Guam.

Congratulations, John!



John Andrew, Labor Standards Bureau, Employment Relations Division.

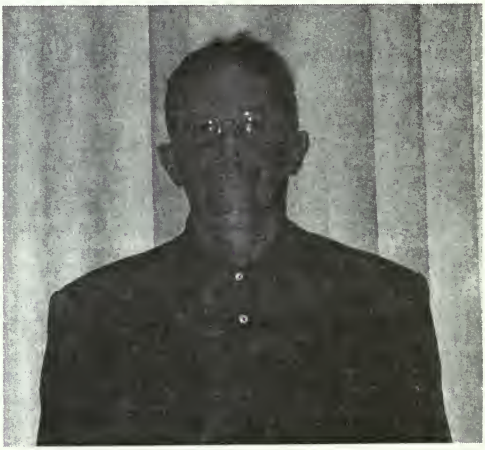
Mark Maki Elected NASTAD President

Mark Maki, Supervisor of the Montana Apprenticeship and Training Program, Workforce Services Division, Department of Labor and Industry was elected President of NASTAD at the organization's Summer Conference held in San Diego in August.

NASTAD, which stands for "National Association of State and Territorial Apprenticeship Directors", is a 30 state and territory organization made up of State Directors of Apprenticeship, that represent states that operate independently but are recognized by the Federal Bureau of Apprenticeship. . NASTAD was established in 1950 to achieve an effective and beneficial national apprenticeship system encompassing each state and territory that has laws and regulations governing registered apprenticeship and training programs.

NASTAD's primary mission is to share information, exchange new concepts, technologies and to provide legislative and administrative assistance to it's members. As President of NASTAD, Maki will be appointed to the Federal Committee on Registered Apprenticeship, by the U.S. Secretary of Labor and will also represent the organization in interaction with the Federal Bureau of Apprenticeship, International Unions and Industrial Associations.

Maki has represented Montana in NASTAD for five years and has held the position of Vice-President for the last three years.



Mark Maki, Apprenticeship and Training, Workforce Services Division.

Longevity Awards - 2nd Quarter 2002

5-Year Pins
Elizabeth Baker, UI
William Beck, WSD
Rosanne Sorvig, WSD
Noel Gruba, WSD
Chuck Fulks, BSD
James McGimpsey, BSD

10-Year Pins
Loretta Spear, UI
Andrea Strowd, ERD
Peter Timm, WSD
Thomas Marx, WSD
Mona Amundson, WSD
Lee Erickson, WSD
Hank Worsech, BSD
Charles Monroe, BSD
Mark Cadwallader, Legal

15-Year Pins
Deb Hinman, UI
Judie Rowe, UI
Joseph Donaldson, ERD
Rita Watson, WSD
Steve Randall, UI
Lonnie Cross, WSD
Bruce Duenkler, BSD

25-Year Pins
Pat Wirt, CSD
Elaine O'Leary, WSD
Larry Cloninger, WSD
Melody Downs, WSD
Steve Van Tighem, WSD
Sara Miller, WSD
Lisa Johnson, BSD

30-Year Pins
Mike Metzenberg, WSD

20-Year Pins

High Fives

- "My master plumbers license came in the mail this past Saturday. Thanks to you [Brenda St. Clair] and members of your staff, what had been a very frustrating experience for me ended on a happy note. I deeply appreciate the time you spent with me and believe your understanding of the circumstances and desire to reach a fair solution brought it about." — *John E. Fowler, customer*
- "I wanted to take this opportunity to let you [Lorri Sandrock] know how much I appreciated your help and the professionalism with which you handled my discourse. You offered direct and clear help as to the available recourse I now may take." — *Cynthia Corliss, customer*

A Tale of Two Leaders

Debra Krantz

On my first day of work at the Lake County Job Service, Mike Shoquist sat down with me and explained what he needed from the new program I was about to develop. He set out the parameters and expectations and then told me, "I don't care how you do it—develop this your own way. Make it work for you and for the program." Empowerment. Individual responsibility. Customer service. We aren't talking about mission statements on a piece of paper. At the Flathead/Lake County Job Service Workforce Centers, I see the management living the mission on a daily basis.

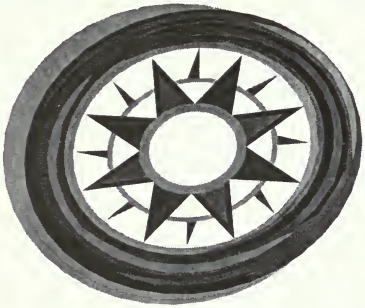
Mike Shoquist, along with our assistant manager, Pat Hulla, are the definition of a real team. I don't believe you'd find a better team in the entire state. They are progressive and they are visionary. They take the values and mission of this organization seriously, and they practice them every single day—with the public, employers, other members of the department, partners in the community, and especially with each employee who is fortunate enough to work in these offices. Mike and Pat exhibit genuine concern for integrity and for empowerment of each individual. They personally operate on a high level of professional conduct and treat other people with the utmost respect. At least, that's what I used to think about them.

On July 20, 2002, my fifteen-year-old daughter was involved in a terrible motorcycle accident while visiting her father. Her dad was killed, and she was critically injured. She spent the next week in ICU, and several more weeks to come in the hospital in Missoula, struggling to recover. That's when my opinion about Mike and Pat really changed. Today, I have even more respect for each of them. Never in my life have I experienced the kind of personal concern and responsiveness from an employer. Mike and Pat didn't just "check in" occasionally—they went to great lengths to see how they could help in any way. They carefully collected and monitored FMLA information, and helped me get my daughter on my insurance policy. They acted as liaisons with the appropriate agencies and researched what I needed and with whom I needed to talk regarding insurance difficulties. Caring for my daughter was consuming all of my time and my strength, and they were there to do all the things I could not do myself.

Mike and Pat made sure that my workload was covered, and never once acted like there was an imposition on their time or a burden added to their workload. They visited us frequently (125 miles from Kalispell) and brought care packages, friendship, and support. They would take me to eat, or bring me food when I could not leave. Besides all this, they made sure my family at home was cared for in my absence. They led my coworkers at the two offices in an amazing campaign of support and thoughtfulness that neither I, nor my family will ever forget—including personally leading in donations of sick leave.

The day I finally got to bring my daughter home from the hospital, there were banners on the front door, and on the back door as well, welcoming her home. Thank you, Mike and Pat, for the kind of leaders that you are, and the wonderful people that you are. I am grateful to know you and glad to be able to tell others–the Department of Labor and Industry has two incredibly fine individuals at the helm of the Job Service in Flathead and Lake Counties.

MISTICS Receives Compass Award, $25,000



Kelly Chapman

The Unemployment Insurance Division kicked off a season of high-level recognition for the department when it was announced that the MISTICS project had been selected at the 2002 winner of the Compass Award: Leading Tools and Technology. Nominees for this award face stiff competition from all across the country—not only is it quite an achievement to receive national recognition, but the Compass Award comes with a $25,000 prize! UI will use this money for continued UI program improvements.

Commissioner Wendy Keating, Keith Kelly, and Joanne Loughney-Finstad received the award (an actual compass) at the fall meeting of the National Association of State Workforce Agencies.

High Fives

- "Jerri [Miller] is a shining example of the great number of people of all ages and backgrounds who are out there working to ensure that Montana communities are healthy, safe, and strong. " — *Doug Brown, Commission on Community Service*
- "I am pleased to inform you that the Department of Labor and Industry has been named a finalist in the category of Best Mission Critical Application Solution [for MISTICS]." — *Caren R. Libit, Peninsula Strategy Partners*
- "[Mark Maki] Your personal and professional desire to strengthen the [apprenticeship] program for employees and employers is to be admired. Thank you for the opportunity to see our government in action with the participatory, administrative function you took these changes through." — *William R. Price, CIC*
- "Diane Letendre and Dave Laber were integral parts of our teams and both did an outstanding job developing the Community Resource Guides. Roxanne Bullard and Dale Siegle were such assets in the design and implementation of the entire project. We'd also like to recognize the work that Lynn Long did. She did a wonderful job facilitating the panels at the [Workforce 2020] Academies." — *Colleen Callahan, Montana Chamber Foundation, and David Smith, Bozeman Area Chamber of Commerce*

Unterreiner Receives Heartwell Award

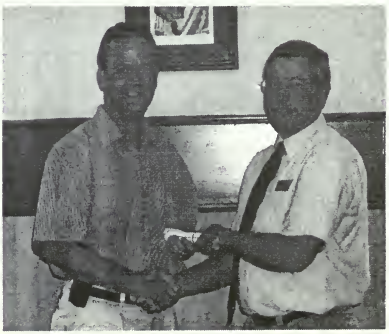
Kelly Chapman

Joe Unterreiner, President of the Kalispell Chamber of Commerce, recently joined the ranks of U.S. Senators, Congressional Representatives, Governors, and elite business leaders when he was named as the 2002 recipient of the William L. Heartwell Award.

Unterreiner was nominated by the Flathead Job Service Workforce Center for his efforts in workforce development. Unterreiner was a driving force behind the Workforce 2020 grant awarded by the U.S. Chamber to engage the business community in efforts to improve the access and availability of skilled workers. This grant was one of six awarded nationally, and the work resulting from the Flathead's Workforce 2020 program has been used as a model for future programs in Montana and across the nation.

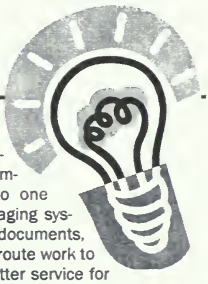
The Heartwell award is presented annually by the National Association of State Workforce Agencies to an individual outside the workforce development system who has made a significant and substantial contribution to the system.

Unterreiner is the first Montanan to receive this prestigious award.



Mike Shoquist, Manager of the Flathead Job Service Workforce Center congratulates Joe Unterreiner of the Kalispell Chamber of Commerce on winning the William L. Heartwell

Incentive Award Winners Share $3,200 in Prizes



Kelly Chapman

Congratulations to DLI'S Incentive Award winners! Only DLI and Dept. of Administration participated in the Incentive Award Program this year, and DLI's awards represented over 60% of the financial award total.

Janet Nick received $500 for creating a journal import worksheet that interfaces with SABHRS. Janet's innovative worksheet substantially reduces the amount of time needed to import data to SABHRS. In fact, the journal import worksheet virtually eliminated manual input, increasing efficiency and reducing errors. Prior to using Janet's worksheet, a 500-line journal took nearly 4 hours to manually input. Using this creative solution, it now takes only 10 minutes.

Bob Schleicher received $500 for his work to improve the Prevailing Wage Program. HB 500 passed by the 2001 Legislature completely changed the Prevailing Wage Program, including the survey used to determine prevailing wages and benefits for many occupations in the construction industry. HB 500 changed the survey to an annual cycle (rather than biannual), and increased the required number of respondents from 3,000 to 8,640...without additional staffing or funding. Bob streamlined the survey and improved the program to meet the new requirements, resulting in cost savings to the department and to the businesses that responded to the survey.

Joanne Loughney-Finstad, Jeanne Murphy, Teresa Tomich, Paula Hayes, Ken Olson, Rachel Bawden, Colleen Scow, Margaret Ore, Margo Anderson, and Paul Otto shared an award of $2,200 for the development and implementation of the MISTICS (Montana's Integrated System to Improve Customer Service) system. MISTICS combined several legacy systems into one integrated database, added an imaging system to scan and store all claims documents, and included a workflow system to route work to staff. MISTICS provides faster, better service for claimants and employers, and has also received national recognition.

The Employee Incentive Award program was designed to recognize and financially reward individuals and teams for innovations that contribute to the efficiency, economy, or general improvement of state government. The statewide incentive program was enacted by the 1981 Legislature (§2-18-1103, MCA).

Lyle Gabrian, Apprenticeship, Win Governor's Awards

Kelly Chapman

Five DLI employees were recently recognized by Gov. Judy Martz as 2002 winners of the Governor's Award for Excellence in Performance.

Lyle Gabrian of the Billings Job Service Workforce Center was recognized for his outstanding efforts as a business advocate. Lyle performs his work with a high level of enthusiasm and has a unique ability to connect with his business customers. In addition to his duties as a business advocate, Lyle serves in a leadership capacity with several economic development groups. Lyle represents the department exceptionally well, and provides outstanding customer service.

The team of Mark Maki, Lanae Vetsch, Tom Letellier, and Roy Symons were recognized for their efforts with the Apprenticeship and Training Advisory Committee. This committee was established to develop new administrative rules using a negotiated rulemaking process. The results of this process were impressive, and brought about much needed change that had been unsuccessfully attempted through other avenues in previous years. The end product of the committee's work was administrative rules that were clear, concise, and met the needs of all stakeholders in the Apprenticeship program.

Information Technology Highlights: Have It Your Way with Microsoft Word

Nan Nail

Word processing programs are wondrous things. They come with all sorts of helpful automatic tools that save time and effort. They create automatic bullet lists, format tables and will number lists for you. They will fill in commonly used words when you type the first few letters and can even correct some typos. Pretty perfect huh? In most cases the answer is yes, but not always. How many times have you been working on a long document with numbered sections and found out you have very little control? I've had particular problems when citing laws, sections and subsections. The machine always thinks it knows better than me and we've had some serious arguments about it. The result was I embarked on a quest for my own personal holy grail...a way to shut off the autonumbering system. Microsoft is so proud of its achievements that it has made it a bit difficult to find out the secret to shutting it off. I found the secret disguised as an enhancement in the autoformat menu.

Using the items contained in the menu that follows you can truly adapt your word processing program to whatever type of document you are creating. Read through the selections and turn the defined styles on and off at will.

In the Menu Bar, click "Tools." In the drop-down menu, click "AutoCorrect," (if you don't see it right away, click on the double arrow to expand the box.) Here you will find four tabs, "AUTOCORRECT," "AUTOFORMAT AS YOU TYPE," "AUTOTEXT," and "AUTOFORMAT." Under each of these tabs you'll find a series of check boxes governing automatic functions of the program. A check in the boxes indicates that part of the program is active. Simply click on the check box to activate or deactivate a function. If you read through the items listed under these tabs you will see that you have regained control of your document.

Alternative Pay

(Continued from page 1)

they have already received.

Focus groups have already been identified from the Business Standards Division. These groups have begun to identify the competencies and to define the standards to be used in performance management plans. The groups have members from both non-supervisory as well as supervisory positions. The goal will be to establish competencies and standards for each position in the Business Standards Division.

The performance management structure is intended to have a comprehensive approach to performance. Because the evaluation is only one piece that has an impact on performance, the goal will be to make available other aspects that have an effect on performance. This will include having options for defining position purposes, establishing goals, establishing training and development opportunities, and increasing communication concerning barriers to performance.

The second stage of the alternative pay plan and all of it's components will continue to be developed over the next several months to come. The targeted initial implementation of the second stage will be at the end of the current fiscal year.

The ***Montana Department of Labor & Industry News*** is published quarterly for the department's employees.

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Contact Kelly at 444-1520 if you have comments on this issue. We will accept your stories and photos at any time. Your input is valued, and we hope to hear from you soon!

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High Fives

- "In the last 18 months, I have found unemployment division personnel to be courteous, helpful, and sincerely interested in going the "extra mile" to provide information and direction to myself and my staff." — *Frank J. Joseph, Attorney at Law*

- "John [Andrew] — Thanks for your special efforts to present Wage and Hour information. There were over 50 people in attendance as you spoke to Glendive businesses. The surveys rated your presentation at its highest level! You did an awesome job. On behalf of the Glendive JSEC, we sincerely thank you!" — *Linda Baldwin, Manager, Glendive & Sidney Job Service Workforce Center*

- "Great web site [Research and Analysis]!! You should really be commended for the work you are doing." —*Jennifer Laslovich, customer*

- "I am very impressed with the work of Kim Lindstrom regarding the new Commission on Community Service website. Her diligence and self-sufficiency impresses me the most. After working with other web developers in the state, the only thing I can say is that I am blown away by the work she did without our help! Tremendous job!!" — *Jeff Wald, Web Developer, ITSD*

- "Thank you so much, Nancy [Dunagan]. I really appreciate all of your help. I have been speaking to several other states and I have to say you have been the most pleasant and accommodating." — *Raquel Merwald, Pamida, Inc.*

- "It is with great pleasure that I write to you in regards to one of your staff. Once Margaret Krause contacted me in regards to my overpayment, her service, patience, and tenacity helped me to resolve the issue in a very professional and prompt manner. She deserves special recognition as a superb employee and a real credit to your office." — *Gary Flom, customer*

- For the month of November, the Lewistown HRDC will be honoring Mark Maki, Apprenticeship and Training, as November's Employment and Training Community Partner. The HRDC has a flashing light board on Lewistown's Montana Avenue that will read:

HRDC THANKS MARK MAKI AND MONTANA APPRENTICESHIP AND TRAINING PROGRAM—NOVEMBER'S EMPLOYMENT AND TRAINING COMMUNITY PARTNER

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